



Envoy Wi-Fi connection recovery

As a proud owner of an Enphase system, it can happen to anyone: losing the connection to the Envoy, especially if it is connected via Wi-Fi. Fortunately, there's no need to worry, because with Zonnestroom Collectief's simple roadmap, you can quickly reconnect your Envoy to the Internet.

The first possible cause of loss of connection could be a new router you installed. The Envoy may not have automatically reconnected to the new network. Poor Wi-Fi coverage can also play a role, with the Envoy struggling to maintain a stable connection.

TIP! Use a UTP connection in your meter box

Do you have your internet router or modem hanging close to your Enphase in your meter box. Then use a handy UTP cable to connect your Enphase system directly to it. This can be done through the input on the bottom of your Enphase. **This will normally skip this entire manual. Your Enphase system light will return to green when online.**



What do you need to reconnect via Wi-Fi?

- Make sure you already have a device connected to the home Wi-Fi network, such as a smartphone, laptop or tablet.
- You will need the Wi-Fi password of your home network to enter when you go to restore the connection. It is recommended that you already have this password handy.

Step 1

Briefly press the Envoy menu button **(1)** under the phone icon. This will enable AP mode (access point mode) on your Envoy. This creates a wireless network that you can use with your smartphone, laptop or tablet. Do not hold the button for more than a second, as this would initiate WPS pairing, which is not desired at this time. If you accidentally hold the button down too long, don't worry because the WPS pairing will automatically abort after two minutes.

If everything has been done correctly and the connection has been successfully established, the second **(2)** LED button (next to the phone icon) will turn light green.





Please note!

If you are using a laptop or stationary computer to reconnect, disconnect an Ethernet cable from your computer and ensure that this connection is over Wi-Fi. This is essential to ensure that your computer can connect to the Envoy wirelessly and not automatically switch back to the default Internet connection.

Step 2

Go to your device's Wi-Fi settings and search for the Envoy's network. Then connect to this network via your mobile device or laptop. You will see the network named "**Envoy_XXXXXX**", where "XXXXXX" corresponds to the **last six digits** of your Envoy's serial number.



Step 3

After successfully connecting to the Envoy network, open a web browser on your device (such as Chrome, Safari, Internet Explorer, Firefox, etc.). Then type "**172.30.1.1**" or "**http://envoy.local**" in the address bar to access the Envoy settings. If you use the numbers, remember to put the dots between them. The device may indicate that you are no longer connected to the Internet. This is normal! **You will then be redirected** to the management system for your Envoy settings.





Step 4

Scroll down the Envoy home page to verify that you have connected to the correct Envoy, especially if multiple Envoys are present. **Once you are sure you are connected** to the correct system, you can proceed to the next step.



Username and password

Your Envoy's system may be protected by a username and password. When prompted, enter the information below.

Username: envoy

Password: xxxxxx (the last six digits of your Envoy's serial number)

Step 5

Now we are going to set up the connection to your home network. From the **"Monitoring"** pane, go to the **Wi-Fi menu** and click on it. You will then land on a page that looks like the images below. Then click on the **"View networks"** button to see an overview of all available Wi-Fi networks within your range. Here you will also find your own home network.

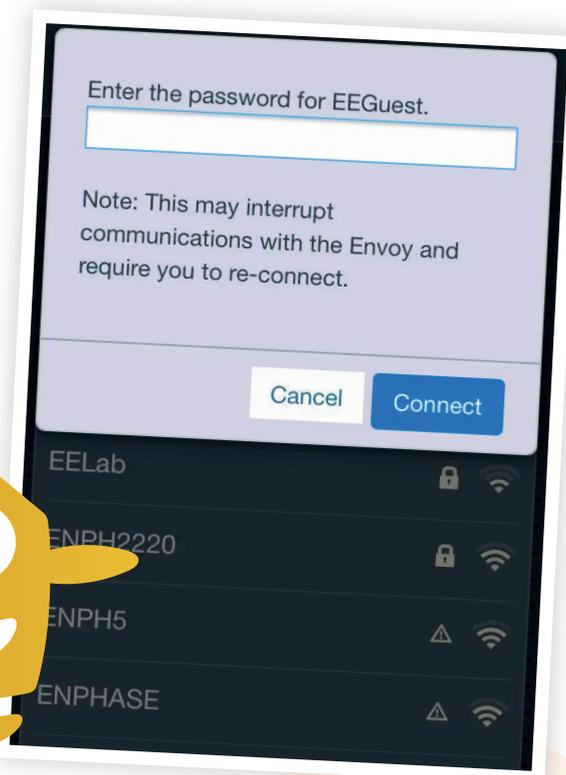




Step 6

Now look up the name of your home network in the list of available Wi-Fi networks. Once you find the right network, click on it. **A pop-up will then appear requiring you to enter your home network's password.** After entering the password, click **"Connect"** or **"Connect."**

Important! Connecting your Envoy to the network may cause your current connection to be disconnected. You can reconnect to the Envoy network as described in **steps 2 and 3** of this manual.



Step 7

We're almost there! Verify that the connection has been established and return to your Envoy's overview screen. If the connection was successfully set up, the overview screen will **confirm that you are successfully connected** to your home network, and the Monitoring section will display a **green check mark**. If not, perform the steps in this guide again. You may not be connected to the correct home network or Envoy installation.



Step-by-step plan successful?

Is the top LED light **(1)** on your Envoy (next to the cloud icon) constantly lit green? If it is on steady green, your system is back online. **Please note that your system will need to be resynchronized, which may take several hours to several days, depending on how long your system has been offline.** It is advisable to assess in a few days whether everything was successful.

Any questions?

We are ready to help you! Do not hesitate to contact us and we will do everything we can to serve you to the best of our ability.

 www.zonnestroomcollectief.nl

 info@zonnestroomcollectief.nl

 +31 (0)36 – 7410 981

